

**CSTARS COMMITTEE MEETING MINUTES**  
 January 27, 2016  
 1881 Pierce St. – Boards and Commissions Conf. Rm.  
 Lakewood, CO 80214

**CSTARS Committee Members Present:**

Member	County	Present:	Via telephone:	Absent:
Chair - Shelia Reiner	Mesa County		√	
Jean Alberico	Garfield County		√	
Bo Ortiz	Pueblo County			√
Garland Wahl	Washington County		√	
Matt Crane	Arapahoe County		√	
Sara Rosene	Grand County		√	
Krystal Brown	Teller County		√	

Name	County/Agency	Representing	Present:	Via telephone:
Tony Anderson	Division of Motor Vehicles	Title and Registration Section	√	
Mike Dixon	Division of Motor Vehicles	Department of Revenue	√	
Tony Frazzini	Denver County	DRIVES Steering Committee	√	
Dayton Harbo	Governor's Office of Information Technology		√	
Dylan Ikenouye	Division of Motor Vehicles	Title and Registration Section	√	
Terri Krupke	Governor's Office of Information Technology	OIT	√	
Kate Polesovsky	SIPA	Colorado Interactive	√	
Cindi Wika	Governor's Office of Information Technology	Project Management	√	
Ken Gurule	Governor's Office of Information Technology	Help Desk	√	
Paul Nadeau	Governor's Office of Information Technology	Trainers		√
Rob Chiles	Governor's Office of Information Technology	Budget		√
Royal Taylor	Division of Motor Vehicles	Budget		√
Patrick Flanagan	Division of Motor Vehicles	Title and Registration Section		√
Pam Nielsen	Larimer County	CARS Committee Representing Chaffee County		√
Jack Arrowsmith	SIPA	Colorado Interactive		√
Heidi Humphries	Department of Revenue	Deputy Director		√
Breanna Howerton	Fast, Inc.	DRIVES		√
Noelle Peterson	Division of Motor Vehicles	Title and Registration Section		√
Jackie Campbell	Mesa County	Mesa County		√

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Rhonda Johnson	La Plata County	La Plata County		√
Libby diZerega	Governor's Office of Information Technology	Trainers		√

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Shelia convened the meeting at 10:00 am

Roll was taken and a quorum was present.

**Approval of the Minutes:**

- December 16, 2015 Minutes, January 11, 2016, and January 16, 2016 were moved to be approved as amended by Matt and 2<sup>nd</sup> by Jean. The motion was approved.

Sheila asked to re-order the agenda to take care of business under Updates:  
All were OK

**Updates:**

- DRIVES:** Tony Frazzini updated the committee by saying that requirements for participating in the County Testing Team would be out very soon. Mike discussed Roll out 1 and recommended that CSTARS consider the following:
  - A working group to revise C.R.S. and how it will interact with DRIVES and the necessary updates for names, programming and OIT's roll vs. the Vendor, technical teams and then how budgets and office moves and refreshes are handled.
  - County representation on the project team. Rollout 2, (the Title and Registration piece) needs county representation on that project team to ensure that the experts that do the work are part of the project team to make sure the right things are programmed into the new system. DRIVES will be getting an Org. Chart out with duty descriptions and responsibilities so Counties can figure out how to fill the team and how to plan for their backfill.
  - FAC created by CFO of the Department, but no one knows its true purpose. Additionally, some of the key players have left. The suggestion is to have the FAC committee make a final report to the CSTARS Committee. This committee can then take their work and see how it can be applied/addressed in DRIVES.
  - Ask CSTARS to assess and develop individuals for assessing decision items for changes in processes in County offices, and what the governance will be for these individuals on these types of actions. Mike suggested that CARS could be a component to this to address Sunshine laws and to keep CSTARS out of trouble. Mike was hoping for action on this in the next 90 days.
  - Maren Rubino has recommended that for system generated forms and letters that a working group be created to work with T&R to review the current letters and forms meet all of the needs of the Counties and the State. Shelia wondered if it wouldn't be better to work from the State down, rather than what we're currently doing. Mike said that it could be handled either way, it was just necessary to get ahead of the game as once

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they've been uploaded to the system it's hard to change them. Tony noted that this was a great time to inventory the letters and forms and clean them up.

Matt asked about whether or not there would be a DOR representative on the new version of the CSTARS committee. Mike said it would be a discussion for the Working Group on point #1 above and would be their recommendation.

Shelia asked about the time frame for this and when it would be needed, especially for any legislative changes needed (2017?). Recommendations in the summer, sponsors in December for the next session.

Shelia wanted to be sure this appears on February's agenda and asked how the Committee wanted to move forward. Sara wanted to have it in an additional meeting and not an email meeting, most of the committee agreed.

- **SIPA Update:**

Kate noted that the MIIDB updates were on going and they'd have interesting updates at the next conference.

- **Department of Revenue Updates:**

Mike thanked Sara for her 11 years of service on CSTARS as the Chair and presented her a Certificate of Appreciation, and welcomed Sheila. Legislative session has started. Driver's License Vendor replacement is scheduled for April with the new Vendor. Witless Expansion should be ready by June 30<sup>th</sup>. Tony Anderson thanked the Committee for the invite to the Winter Conference. The new hire for Crystal's position should be announced in a day or so. There are approximately 10 bills that DMV is watching and working on. House Bill 16-1051, for us to transfer vehicle ownership upon death. That was in House Business Affairs and Labor and that passed unanimously. Yesterday, Senate bill 1610, Highway Vehicle Power Sport Dealer Purchase was approved by Senate Transportation unanimously. This afternoon there are two bills coming up: House Bill 16-1009, the Fallen Hero license plates. This allows government vehicles to be issued those license plates. The second bill is House Bill 16-1030, Off Highway Vehicle Regulations, and that's going to be in House local government. On Wednesday we've got House Bill 16-1029, Kei Vehicles. That's going to be in House Transportation. Then House Bill 16-1956, Tow Operator, Abandoned Vehicle Title Search. That impacts Title and Registration, and that is scheduled for House Transportation as well that afternoon

Ongoing projects: the Temp Permit contract has been finalized, Corrections has started manufacturing the backer boards, and programming is started. There are 7 Rules in the pipeline for review and promulgation (repeal). Rule 5, Colorado Fleet Registration programs. That is scheduled to be amended. The amendment is projected to be effective January 30<sup>th</sup>. Rule 9, Depot License Plates. The amendment to that rule is going to be effective March 15<sup>th</sup>. Rule 10, Disposition of Motor Vehicles Abandoned at a Motor Vehicle Repair Shop is scheduled for hearing on March 10<sup>th</sup>. Rule 11, Emergency Vehicle Equipment, the workshop for that is scheduled for February 3. Rule 19, Bonding for Certificate of Title, Workshop will be scheduled shortly as well as for Rule 21, Manufacture of License Plates. Also coming up in February will be Rule 22, Manufacturer's Certificate of Origin. Then there are only 4 more Rules left for the Regulatory season.

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Communications: Newsletter went out 1-6-2016. Notice of an error with PWD letters from DPA was sent out 1/22/2016. Late fee report was sent out 1-25-2016. On 1/26 notification went out about EDW and the changes that will be involved with its upgrade.

- **Office of Information Technology Update:**

Dayton didn't have anything specific and turned it over to Cindi for Project updates. DRIVES had already been covered as well as the Temp Permits. County Refresh – Started on Monday as the task order was completed. As there is no real technology change, the pilot counties are not space out as far (timing) so things should be relatively smooth. El Paso – Ft. Carson office project has started with a move scheduled for late March early April. Remodel/Relocation projects: Garfield-Rifle is relocating sometime in the March/April timeframe. We also have the Rio Blanco Meeker office, which is doing a temporary relocation while they remodel their existing site. That takes place next month, as well as remodel relocation for Pitkin County. Dates are not fully set but should be sometime in April.

Libby went through the Trainers activity (meetings, session, visits, etc.) for the month. Shelia asked for clarification on the balancing of the Trainers activities and helping them go through the changes from the December release, specifically if there was a "good" cash book for use that could be shared around. Libby said that there were no two alike as each County Treasurer does things differently. Denver's has been most recently streamlined. They can provide some assistance but they aren't accountants or book keepers so their assistance is limited. Sara asked about the ticket system, if a ticket is created when a county calls a trainer. Libby noted that the Help Desk directs tickets to Trainers. Libby answered that Trainers sometimes log tickets, that it was hard to do when they're on the road but that all County contacts are recorded. Sara remembered that it used to be that way; Libby said that it had become time prohibited as it was 3-4 hours daily. So they started tracking things in phone/email logs. Jean asked about the updates that came on 1/23 and why the clerk hire errors weren't fixed. Terri responded some of the issues got corrected –bulk records and lock box errors can't be corrected with end of day and have to be done manually. Sheila asked for clarification on how the whole state was doing earlier in the week; and wondered if there were still tickets being logged on these issues. Terri said there were and they are being addressed as they get logged. Fixes are being applied as problems are being identified. Also end of month reports and errors were discussed. There may be a potential emergency RFC for this weekend, depending on the calls that come in. Out of the nearly 900,000 transactions that have posted, he believes nearly everything has cropped up and has been/is being addressed. Terri did note that this is the largest update to the system since its inception in the '80's. Terri then moved on to discussing the February release. This includes 3 program requests; one creates an Audit report, Emissions exemptions in non-emissions Counties, and the move cards being sent 3 months in advance of the renewal cards (all sent by DPA). Also there are 5 tickets for Starfish updates for DOR. There are also 3-4 tickets that are being tested 2/2-2/16. Test plans are being worked on and information and calls will be going out shortly. Update should go out on the 20<sup>th</sup>. The emergency plan from the 1/11/2016 meeting was also discussed and affirmed. Sheila asked Terri to go through the 3-4 tickets being addressed in the February release. Terri noted that these are bug fixes, for example exempting the fees on exempt plates creating a negative money situation on military plates or auto renewal records being corrected to send tabs rather than renewal cards. Terri had to clarify that the

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programming requests being acted on were prioritized prior to the moratorium and had come through the CARS committee.

- **CARS Update:**

Pam also thanked Sara for her support over the years. CARS met on 1/13/2016 and discussed the request for reports to create a library as has been previously discussed. Reviewed Dylan's report draft and cover letter, Pam is continuing to work on this. System letters and communications and their standardization were discussed as it was brought up in DRIVES. Pam and PJ will be working with Dylan and DRIVES on this. County (State) logos will be able to be customized. System update alerts were discussed and how it's working; more work to be done. Communications to the Counties and Clerks were discussed; possibly creating a DMV Managers list different from the Clerks list. Plate replacement was discussed along with fee exemption, tabled until later. Service Desk Personnel updates were discussed as well as some of the reorganization behind it. UAT testing was discussed in light of this last large release. Also Terri had a laundry list of items that needed to be addressed prior to DRIVES. Discussed the late fee audit report and how the programming request needs to be adjusted so the report is more meaningful. Still a work in progress.

Programming requests: Arapahoe's kiosks were discussed and that statutory requirements involving CCI and their contracts and involvement. CARS did approve the programming request and is prioritized with a 23.

Equipment Requests: Broomfield is doing a remodel and is asking for 4 PC's and 2 printers as they're adding new staff. They don't need cabling. La Plata needs one PC and to relocate a printer and will require cabling. These have both been approved by CARS. Shelia entertained a motion to approve these. It was moved by Jean to approve Broomfield's request. Matt and Garland 2<sup>nd</sup>. The motion carried. Libby noted that after further discussion with them they only need the PC and not the printer move. Cindi confirmed and noted that data drop would be about \$800. Sheila moved to approve the addition of a PC and the cabling if necessary. Matt 2<sup>nd</sup> the motion. Motion carried.

Additional Equipment Requests: Arapahoe County's expansion – need 16 PC's 2 printers. Pam needed to check the availability of the inventory in the warehouse and would bring it back afterwards. Cindi noted that they are getting a refresh this year and wanted to buy new PC's so that all the models will be the same. Consequently this is tabled. El Paso is looking for an expansion of 5 PC's and 2 printers. El Paso is purchasing and donating them back as well as paying for the cabling. CSTARS just needs to do the imaging and installation. This is to be completed on 2/20/2016 and CARS approved the request. It was moved by Sheila to approve and Jean 2<sup>nd</sup> the motion. Sara commented that there are still the ongoing costs of maintaining the machines and licenses and future refreshes, etc. Cindi noted that the County will buy the initial software licenses, but that CSTARS will have to buy them for the refresh(s). Sheila called the vote, motion carried.

Based on the time left in the meeting Sheila abbreviated the agenda and moved most other items to the February meeting.

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**New Business:**

- Internet Address Changes: Cindi discussed changes to the CSTARS spending plan and how if there was anything more than \$5,000 they would bring it before CSTARS. There is a PO for JNL that Cindi would like to increase by \$25,000 to cover the cost of updating cabling. This money will not come out of the County Improvement fund, but out of operating as its OIT's request to complete this. Jean moved to approve Sara 2<sup>nd</sup> the motion. Motion carried. For the Internet changes, the request is to make the internet access more near what the Department has and a little less locked down. This will make Firewall changes fewer and easier to do. Cindi asked for a yes or no from the CSTARS Committee. Shelia thought this was a good thing and asked for a motion. Sara moved to approve Cindy's request. Matt 2<sup>nd</sup> the motion. The motion carried.
- Exemption of Material fees: Tony Anderson discussed and made a presentation of what has driven this, mostly the situation with the License Plate Cash fund. The analysis involved FY'13-14 and FY'14-15. Over the last two fiscal years 4.01% for all required material fees have been improperly exempted. This equates to 119,047 Passenger Regular sets or 1.5 statewide months of supply in plates. Additionally there is \$2,198,055.01 in other fees that have been improperly exempted impacting such funds as POST, EMS, E-470, HVUT, and others. Over the past two fiscal years a total of \$2,687,635.52 has been exempted without statutory authority.

The Department asked CSTARS to support programming to eliminate the ability to improperly exempt material fees, registration fees and taxes. Sheila noted she was shy about supporting programming changes to CSTARS. Jean asked if it was better to do a "best practices" rather than programming. Tony noted this would be helpful, but also how easy it was to simply go through and exempt fees with a couple of key strokes. Jackie from Mesa talked about some of their issues with special districts where they can have fees exempted on regular plates rather than issuing Government plates and how this was handled. Dylan discussed how the analysis was conducted and addressed Jackie's concerns. Jean asked about the audit report that and how it would impact the programming request. Dylan discussed how this might look, if a programming request was written. Pam discussed the CARS committee discussions that took place around this and how a Best Practices document might be better. Jackie talked about part of the reason the LPCF was short was from the free plates. Tony confirmed that part of the issue is the Military Exempt plates, but there was still a gap and it was from the improperly exempting of fees. Jean asked if Dylan was fairly solid on his logic and analysis. Dylan said that he and Terri were confident in their work and the patterns they were seeing. Jean asked if this included late fee exemptions, Dylan reported that it did not. Shelia wondered that if the fees could be split down to this detail why the redesign of the reg. receipt and detail was needed, but maybe that this was a discussion for a different meeting. Shelia said she wanted this carried forward to the next meeting. Mike discussed how long this analysis took to complete and how this is really driven to address the LPCF and not looking to put a specific County on the hook, that the Department could answer questions that the legislature would be asking when the Department went to them for additional funds. Shelia asked if there were specific Counties and/or clerks (technicians) who were more prone to this than others and if communicating this out would be better. This was possible. Jean thought that this was a

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discussion that need to progress and wanted to see something more concrete before moving forward. Jean asked if they had talked to specific Counties who were more prone to this than other yet, Dylan said they had not had the opportunity to reach out yet. Jean thought this would be a good topic for the regional conferences.

Sheila noted that everything else would have to be tabled to the next meeting/agenda as it was 12:28pm

Meeting adjourned at 12:29 p.m. *[Please refer to the recording and or presentation-handouts for further details.]*

The Next regularly scheduled meeting will be Wednesday, February 17, 2016 9:30 a.m. at the Boards and Commissions Conference Room at DOR – 1881 Pierce St., Lakewood, CO 80214 and via GoToMeeting.